EUC Engineer Cheat Sheet

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Intune

Overview	- Intune (part of Microsoft Endpoint Manager or MEM) is the centralized cloud solution for Unified Endpoint Management (UEM).
	- It enables administrators to remotely manage device configuration and security settings.
	- Troubleshooting complex issues, such as application blocks or compliance failures, typically begins in the Troubleshooting + support page of the MEM admin center.
	- This page is used to validate policy assignments and user licensing
Interview Prep:	
Situation:	An Autopilot enrollment failed for a user stuck at the Enrollment Status Page (ESP), indicating a required application or policy deployment had timed out.
Task:	I needed to quickly diagnose the cause of the failure using centralized tools and ensure the user was licensed and receiving the necessary security configurations.
Action:	I navigated to the Troubleshooting + support blade, confirmed the user held an Intune license, and reviewed the Device resource reports to identify the specific failed Configuration profile assignment.
Result	By remediating the identified policy failure and monitoring the device status, the ESP successfully completed, allowing the user to reach a fully configured and secured desktop.

Active Directory

Overview:	- Active Directory (AD) is an extensible directory service providing centralized management of network resources
	- It utilizes logical components like Domains and Organizational Units (OUs) to structure the directory.
	- Certain critical, single-master operations (FSMO roles) must be carefully controlled on authoritative domain controllers.
	- Examples of FSMO roles include the Schema master (for making schema changes) and the PDC emulator (responsible for processing and replicating password changes).
Interview Prep:	
Situation	The Schema master role holder was failing due to disk corruption, jeopardizing the integrity of the directory schema and preventing necessary modifications.
Task	I needed to quickly perform a forcible seizure of the Schema master role to a standby domain controller to restore the ability to make forest-wide schema changes.
Action	I used the NTDSUTIL command-line utility to seize the Schema master role onto a prepared domain controller, bypassing the standard transfer process due to the failure of the original server.

Active Directory (cont)

Result	The critical single-master operation was immediately restored on a new domain controller, ensuring the integrity and functionality of the directory schema across the forest.

Citrix

Overview	- In virtual desktop environments (like those managed by Citrix), performance optimization tools are needed to achieve high user density and fast logon times.
	- Ivanti Environment Manager (EM) is frequently used, employing a unique multi-threaded engine that delivers fast logon times.
	- EM provides granular, contextual policy control and personalization.
	- This dynamic policy delivery is more precise and generally faster than relying solely on traditional Microsoft Group Policy Objects (GPOs)
Interview Prep	
Situation:	Users in a XenApp session host farm experienced erratic desktop personalization and slow application start times because traditional GPOs lacked the necessary granularity and context awareness.
Task:	I was required to implement Ivanti Environment Manager to deliver a consistent, personalized desktop experience with fine-grained contextual control, thereby accelerating logon times.

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Citrix (cont)

Action:	I configured EM to decouple the user's settings and applied contextual policy based on factors like user group membership, leveraging its dynamic policy engine instead of slower, sequential GPO processing.
**Result:*	The implementation resulted in faster possible logon times and ensured that users maintained the same personalized desktop experience as they moved between different session hosts.

Laptop building process to Windows 11

Overview	- The modern deployment process uses Windows Autopilot for corporate laptops running Windows 11rn process for deploying corporate laptops to Windows 11 uses Windows Autopilot, which pre-registers the device hash and automates the Out-of-box experience (OOBE) into MEM management.
	- Autopilot pre-registers the device hash and automates the Out-of-box experience (OOBE) into MEM management
	- The Enrolment Status Page (ESP) is a critical phase that delays desktop access.
	- This delay ensures that essential security settings, such as those meeting Cyber Essentials requirements, are successfully applied before the user gains control

Interview Prep:

Laptop building process to Windows 11 (cont)

Situation:	During the deployment of a new batch of Windows 11 laptops via Autopilot, we needed to ensure all devices met the Secure Configuration criteria of Cyber Essentials immediately.
Task:	The specific requirement was to enforce the mandatory use of device unlocking credentials, requiring a minimum PIN length of at least 6 characters.
Action:	I used Intune's Compliance Policy or a Device Restriction Profile to enforce the minimum length requirement for device unlocking credentials, targeting the Windows 11 device group.
Result:	The policy successfully applied during the ESP, ensuring all new devices automatically enforced the strong device access control required to meet the necessary security baseline upon first user login.